

E-01345A-05-0816

ORIGINAL



0000035239

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 48338

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Robert**

Fesmire

Account Name: Robert Fesmire

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

-----Original Message-----

From: Robert Fesmire [REDACTED]

Sent: Tuesday, November 15, 2005 5:25 PM

To: Utilities Div - Mailbox

Subject: APS rate increase

Dear Commissioners,

Please deny APS this HUGE increase. It is unreasonable. APS just got an increase in March - yes I remember that one too. I believed that this was fair and right but this seems to only be an attempt to capatalize, as the oil companies did, on incomplete information. Their costs have gone up - but so has demand and new service. STOP THIS!

Thank you,

Bob

Phoenix

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/17/05 *****E-01345A-05-0816*****

Good Morning Mr. Fesmire,

This e-mail is to inform you that I have received your e-mail expressing your opinion about the APS proposed rate increase. I have noted your comments for the record and will be filing a copy of your opinion with Docket

RECEIVED
2005 NOV 17 P 3:14
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Control. Each and every staff member assigned to the case will get a copy of your opinion including all five Commissioners.

Thank you,

Al Amezcua
Consumer Services
Utilities Division
Arizona Corporation Commission
End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48338

File in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion No. 2005 - 48374

Date: 11/18/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Tim

Dodds

Account Name:

Tim Dodds

Street:

Work:

City:

State:

AZ

Zip

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No E-01345A-05-0816

Consumer against rate increase because gas prices now dropping.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion entered.

End of Comments

Date Completed: 11/18/2005

Opinion No. 2005 - 48374

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (509) 899-0006

Fax: (509) 899-0000

Priority: Respond Within Five Days

Opinion No. 2005 - 48349

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Salvador C. Munoz

Account Name: Salvador C. Munoz

Home: (509) 899-0000

Street: [REDACTED]

Work: (509) 899-0000

City: Cottonwood

CBR:

State: AZ Zip: 86326

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: (509) 899-0000

Nature of Complaint:

Received the following correspondence:

Gentlemen;

Please do not allow or grant APS to increase their rates.

Sincerely,

Salvador C & Josephine L Munoz

Cottonwood, AZ 86326

11/11/05

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Recorded Opinion in our database and docketed (E-01345A-05-0816).

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48349

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 938-8888

Fax: (520) 938-8559

Priority: Respond Within Five Days

Opinion No. 2005 - 48362

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Harold & Freda Lawthers

Account Name: Harold & Freda Lawthers

Home: (520) 938-8888

Street: 818 S. Campbell Ave.

Work: (520) 938-8888

City: Clarksdale

CBR:

State: AZ Zip: 86324

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: (520) 938-8888

Nature of Complaint:

Received the following correspondence:

To whom it may concern:

I'm writing about APS rate increase. The rates was raised 3 x this year so far. Enough. My husband and I live on \$1,326 a month. This is for space rent, food, utilities, meds, and Dr's. The big 4% raise (minus \$10 more for Medicare) will amount about 20 x. Last raise we got \$13. We cant keep up with all of this. Also gas + water has jumped up. I would hope that you were for the consumer, not big co's. Please remember the fixed income of seniors.

Thank you
Harold + Freda Lawthers

Clarksdale, AZ 86324

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Recorded Opinion in our database and docketed (E-01345A-05-0816). CLOSED.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48362

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (509) 888-0516

Fax: (509) 888-0516

Priority: Respond Within Five Days

Opinion No. 2005 - 48354

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Donald

Chambers

Account Name: Donald Chambers

Home: (509) 888-0516

Street: [REDACTED]

Work: (509) 888-0516

City: Bouse

CBR:

State: AZ Zip: 85325

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: (509) 888-0516

Nature of Complaint:

Received the following correspondence:

I am TOTALLY opposed to your request for a 20 % rate raise, especially at this time, as a customer of APS for close to 40 years. We had our rate's raised in order for you to build the Palo Verde Plant, which was unjust, because we do not get the power from it as I understand. All the power from it goes to CA. and New Mexico, which was arranged prior to construction. I would have a hard time listing all the appliance pump motors, etc. over the years that I have lost due to low voltage & brown outs., plus all the hours & days we went without power. The higher the rate's go the worse our service gets.

I can understand how APS feels it's justification to raise customer's to build a service that does not benefit us. If the average person or business out there tried it, they would be rung out of town.

I would really like to have some answers to these questions & a run down on you last quarter profits. Just how many plants you have running on natural gas?

If you could, you please answer these questions for me, it would be greatly appreciated.

Sincerely,

Donald Chambers

[REDACTED]

Bouse, AZ 85325

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Recorded Opinion in our database and docketed (E-01345A-05-0816). CLOSED.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48354

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 628-0006

Fax: (520) 628-0000

Priority: Respond Within Five Days

Opinion No. 2005 - 48353

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Marshall**

Grayson

Account Name: Marshall Grayson

Home: (520) 628-0000

Street: 1201 ~~Lawson Court~~

Work: (520) 628-0000

City: Prescott

CBR:

State: AZ Zip: 86303

is:

Utility Company: **Arizona Public Service Company**

Division:

Contact Name: ~~For signature~~

Contact Phone: (520) 628-0000

Nature of Complaint:

Received the following correspondence:

11/10/2005

This letter is in regard to the APS letter on the reverse side.

On "their Friday filing for a 20% increase", I contacted local city, county and state elected officials for a 20% reduction in my taxes. Needless to say, they declined following the governors' stated position on this suggested means of relief to the voters of the state.

Based on the current news reports, to point at fuel cost as a reason for a price increase is not a believable reason it is an excuse!

To allow APS to meet the future, they do not need to be the one of the large companies that continue to be the only providers of electric power lines in the state, there need to be computation which has been denied in this state by an unrealistic attitude by this commission.

APS is taking advantage of an opportunity to join in the "gogue train" in hopes it will run on a fast track long after the public gets honest and believable answers on issues regarding the truth about demand verses supply from the oil companies.

As noted in the first paragraph of this note, as elected officials, APS should receive a "NO" answer to their request as I did.

APS must, as I do, tighten their belts, manage a little better, and forego some dreams items for future considerations.

Tha(n)k you,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Marshall Grayson

~~1234567890~~

Prescott, AZ 86303

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Recorded Opinion in our database and docketed (E-01345A-05-0816). CLOSED.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48353

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 222-2222

Fax: (520) 222-2222

Priority: Respond Within Five Days

Opinion No. 2005 - 48357

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Keith & Gerie

Hicks

Account Name: Keith & Gerie Hicks

Home: (520) 222-2222

Street: [REDACTED]

Work: (520) 222-2222

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: (520) 222-2222

Nature of Complaint:

Received the following correspondence:

APS
Mr. Jack Davis, President
CEO
PO Box 53999
Mail Station 8516
Phoenix, AZ 85071-3999

Dear Mr. Davis:

We are in receipt of your recent letter informing us that you will raise the prices 20% along with another increase next April. We do not agree with this outrageous act. I'm sure you and your executive staff have not even considered giving up any portion of what is probably a very overpaid salary!

With todays more energy efficient a/c units we find it difficult to believe that there is a huge problem here and if you added 300,000 new customers then you have those customers contributing to the revenue for the new help you need.

If this increase goes through despite with the overall objection of the general public then you should be fired!!! You report to a board of directors and that will be the next place the customer will address.

Now to make this matter even more indication of "stealing" from the public you have the nerve to report another increase in April. This is a joke and we do not support this nor do we support your keeping your position.

Keith & Gerie Hicks

Cc: Senator John McCain
Public Utilities Commission

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Kristin K. Mayes
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Recorded Opinion in our database and docketed (E-01345A-05-0816). CLOSED.
End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48357

File in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48358

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Donald C. & Joanne Wallace

Account Name: Donald C. & Joanne C. Wallace

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Prescott

CBR:

State: AZ Zip: 86301

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

To whom it may concern:

APS RECENTLY FILED FOR A 20% INCREASE IN ELECTRIC PRICES!!

We totally understand that they feel they need to do this because of the "increase in fuel prices". But we Consumers are also feeling the brunt of that increase, and we have no place to go to get any sizeable increase in our "income". APS wants to increase its prices, the Gas company wants to increase its prices, Medicare is increasing premiums, plus they are now adding on the Prescription Drug Program premiums. Everywhere you turn, the prices are UP!

We happen to be "seniors" and our only income is Social Security, which will soon have its usual miniscule increase. Last year I think that by the time Medicare got its premiums from our small increase, my husband and I together realized a whole \$2.00 per month increase in our benefit. Whoopeee! Are you getting the gist of what we're trying to say?

PLEASE, PLEASE give careful consideration tot eh APS increase. Please limit them to a much smaller increase. We, too, are paying higher prices at the gas station. We, too, are paying higher monthly bills to heat our homes. It looks like we'll soon have to wear several layers of clothing day and night and live with candlelight in order to pay our bills.

Is there any kind of Citizen Committee that has been formed to fight this. We can't take much more. That 20% is in addition to a 1.7% "temporary" increase already in effect, plus they have threatened us with another 5% increase in April 2006. Enough is enough!

Thank you for your immediate attention.

Sincerely,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Donald C Wallace and Joanne C. Wallace

██████████

Prescott, AZ 86301

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Recorded Opinion in our database and docketed (E-01345A-05-0816). CLOSED.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48358

file in E-01345A-05-08/6

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 922-9556

Fax: (520) 922-9559

Priority: Respond Within Five Days

Opinion No. 2005 - 48365

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Mr. & Mrs. Samuel Reader**

Account Name: Mr. & Mrs. Samuel Reader

Home: (520) 922-9559

Street: [REDACTED]

Work: (520) 922-9559

City: Sedona

CBR:

State: AZ Zip: 86339

is:

Utility Company: **Arizona Public Service Company**

Division:

Contact Name: [REDACTED]

Contact Phone: (520) 922-9559

Nature of Complaint:

Received the following correspondence:

Re: Rate hike letter from APS dated 11/2005 from Jack E. Davis

Dear Corporation Commission,

We are consumers of electricity from APS. We received a letter dated 1/2005 from Jack E. Davis regarding the 20% increase in our electrical rates.

Although the reasons stated were fuel cost we realize that the situation is temporary and one we all are experiencing (difference is we can't go to our employer and demand a 20 % decrease) and don't feel that warrants a 20% rate increase. We are already being weighted down by the difficulties and are absorbing so much of the cost, but we are now seeing lower prices and feel a degree of hope. We feel it is only right that the utilities pitch in and work with the situation as we all have. We have realized lower personal profits as we have had to pay higher fuel and so it should be with the utilities companies-WHO ARE AT THIS TIME SHOWING GREATER PROFITS!!!

There is a 1.7% temp increase before you as well as a 5% - this too would be very disgraceful in light of the fact that they are now showing profits at our expense.

We have plenty high fuel bills and it would be a grave burden to incur more! We are against this rate hike and hope that you will consider our best interest.

Sincerely,

Mr. & Mrs. Samuel Reader.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Recorded Opinion in our database and docketed (E-01345A-05-0816). CLOSED.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48365

file in E-01345A-05-08/6

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (505) 899-8556

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48367

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Peter A.

Acara

Account Name:

Peter A. Acara

Home: [REDACTED]

Street:

[REDACTED]

Work: (505) 899-8999

City:

Pine

CBR:

State:

AZ

Zip: 85544

is:

Utility Company. Arizona Public Service Company

Division:

Contact Name:

[REDACTED]

Contact Phone: (505) 899-8999

Nature of Complaint:

Received the following correspondence:

Attn: ACC Director:

Concerning APS's recent price notification letter (see attached) we received on November 7, 2005, I wish to formally submit my objection to their proposed 20% initial increase, for the following reasons:

1. An across the board 20% increase attached to each customer's billing statement is unrealistic because most retired homeowners or senior citizens will not be able to absorb that much impact in one billing.
2. Why wasn't this so called necessary increase introduced earlier, in smaller increments, because it wasn't just these past few months that fuel increases have impacted the public. These increases have been ongoing for well over a year. Obviously APS has not been monitoring and managing their operational cost control programs, otherwise they would have recognized these increased costs as they surfaced. Asking for an immediate 20% is a blatant attempt to hide their cost control inefficiencies.
3. APS also plans to ask for another 5% increase (in addition to the 20%) in April 2006, even though current fuel prices at the pumps are coming down. Before implementing and approving these increases now, except "for Palo Verde related expenses", why couldn't APS negotiate contracts that lock in fuel prices (at lower rates), to prevent escalating fuel pricing from affecting their operations?

Certainly, none of us have a gifted insight so as to know what the future pricing of all the products and services we use today. We do however have the ability to do a better job of "negotiating", where possible, to control cost in areas we know best. Please, do not arbitrarily approve APS's request for these unreasonable rate increases without first looking at all other alternatives available to that industry.

Sincerely,

Peter A. Acara

[REDACTED]
Pine, AZ 85544
[REDACTED]

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

enclosure:

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Recorded Opinion in our database and docketed (E-01345A-05-0816). CLOSED.

End of Comments

Date Completed: 11/17/2005

Opinion No. 2005 - 48367

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Priority: Respond Within Five Days

Opinion No. 2005 - 48343

Date: 11/17/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Screwed**

Again

Account Name: Screwed Again (Unknown)

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: n/a

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

APS

Jack Davis

President/CEO

Phoenix, Arizona

Re Proposed 20% rate increase

Mr. Davis:

Are you the Barnum Bailey of the power industry? If consumers across the valley had a choice between APS and SRP, you would end up being a clerk at a Circle K. No one would choose to buy power from your company. Going back to the cost overruns in building the Palo Verde Plant to the numerous failed investments of APS in the late 80s, your company has been an abject failure. You ought to be ashamed of yourself and the company you represent. The Corporation Commission has granted you a monopoly; they're at as much fault as you are.

Signed,

Screwed again

Cc: Corporation Commission

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/17/05 Comments noted for the record. Copies were made and Docketed under #E-01345A-05-0816. Close.

End of Comments

APS
Jack Davis
President/CEO
Phoenix, Arizona

Re Proposed 20% rate increase

Mr. Davis:

Are you the Barnum Bailey of the power industry? If consumers across the valley had a choice between APS and SRP, you would end up being a clerk at a Circle K. No one would chose to buy power from your company. Going back to the cost overruns in building the Palo Verde Plant to the numerous failed investments of APS in the late 80s, your company has been an abject failure. You ought to be ashamed of yourself and the company you represent. The Corporation Commission has granted you a monopoly; they're at as much fault as you are.

Signed,

Screwed Again

Screwed again

Cc: Corporation Commission

RECEIVED

NOV 16 2005

AZ Corporation Commission
Director of Utilities